



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
<http://www.healthyfamilies.ca.gov>

VOLUME 15, ISSUE 1

February 2009

A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating plans

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If you have a story idea you would like to share or comments about this newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

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www.healthyfamilies.ca.gov

The First Five California Commission Averts Children's Health Care Crisis

In November 2008, the Managed Risk Medical Insurance Board's (MRMIB) Executive Director, Lesley Cummings, had advised the MRMIB Board Members that there was a deficiency in funding for the Healthy Families Program (HFP). At that time, Lesley Cummings intended to recommend to the Board Members to impose a wait list for new enrollment into the HFP.

The First Five California Commission held an emergency meeting on Monday, December 15, 2008, and decided to provide funding for new enrollment of children aged zero to five into the HFP beginning December 18, 2008, through June 30, 2009, the end of the current fiscal year. First Five California Commission and the First Five County Commissions contributed \$16.7 million dollars to MRMIB. This generous contribution provides about 96 percent of the funding needed to avert a deficiency in the HFP.

With the contribution from First Five California, the HFP and Access for Infants and Mothers (AIM) programs are able to continue enrolling all eligible children, including those children aged six through eighteen and

they will continue to do so for the foreseeable future.

The Enrollment Entity (EE) Reimbursements for Certified Application Assistant's (CAA) that provide application assistance on successful applications for HFP and Medi-Cal for Families Program applications or successful HFP Annual Eligibility Reviews will continue unchanged.

First Five California is dedicated to improving the lives of California's young children and their families through a comprehensive system of education, health services, childcare, and other crucial programs. Since its creation nearly a decade ago, First Five California has brought these critical services to millions of parents, caregivers and children ages zero to five.

First 5 California's Vision Statement

All children in California enter school ready to achieve their greatest potential.

Children's Health Initiative Program Information Updates

**Increase accuracy,
eliminate errors –
Sign Up for
Health-e-App
Today!**

Children's Health Initiatives (CHIs) are local county health care programs for children. CHI programs provide services for children that do not qualify for full-scope, no-cost Medi-Cal or the Healthy Families Program (HFP). These CHI programs are another way for children to get health care coverage. They cover children whose household incomes are above the HFP guidelines or those who do not meet immigration rules. There are now CHI programs in 25 counties in California.

The most current contact information for these programs is available on the HFP website:

http://www.healthyfamilies.ca.gov/EEs_CAA/Program_Updates/.



Chapter 11, Other Health Programs, in the CAA Reference Manual in English:

http://www.healthyfamilies.ca.gov/Publications/EEs_CAAs/Manual/11_OtherHealthPrograms_en.pdf

Chapter 11, Other Health Programs, in the CAA Reference Manual in Spanish:

http://www.healthyfamilies.ca.gov/Publications/EEs_CAAs/Manual/11_OtherHealthPrograms_es.pdf

The information is also available when using Health-e-App (HeApp). If a family's income appears to be too high for the HFP guidelines, HeApp will show the contact information for the CHI program in the county in which the child resides (if there is one available).

1099 Forms for the 2008 Calendar Year



All Enrollment Entity (EE) reimbursement payments that total more than \$600 in a calendar year must be reported to the Internal Revenue Service on Form 1099 as they are considered non-employee compensation. The 1099 Forms for the 2008 calendar year were sent in January 2009 to qualifying EEs. Each EE along with its tax consultant must decide whether or

not they are required to file with the IRS. If you have any additional questions, please consult with your tax consultant.

If you did not receive one but think you should have, please contact the EE/CAA Helpdesk by calling 1-800-279-5012 between 8:30 a.m. and 5:00 p.m. or via email at ee-caalaison@maximus.com.

“CAAs Will Soon Be Able to Assist With New Medi-Cal Documentation Requirements for U.S. Citizens and Nationals”



The Deficit Reduction Act of 2005 (DRA) requires documentation of United States (U.S.) citizenship or U.S. national status and identity as a condition of Medi-Cal eligibility for most applicants

and beneficiaries who declare that they are a U.S. citizen or national. This new requirement does not currently apply to the Healthy Families Program and it is never applicable to non-citizen immigrants.

The Department of Health Care Services (DHCS), in collaboration with the Managed Risk Medical Insurance Board (MRMIB), is continuing to take the steps necessary to allow

Certified Application Assistants (CAAs) to assist Medi-Cal applicants and beneficiaries with the new citizenship and identity documentation requirements of the DRA. Under the new guidelines, CAAs will be able to certify that they have viewed original or certified copies of citizenship and/or identity documents. The new process will be voluntary for CAAs.

DHCS will provide detailed instructions and other information posted on the Healthy Families website, copies of relevant forms and eventually modifications to the CAA training materials. DHCS will also be providing a Webinar training for CAAs in the near future. The Webinar will be a training tool for CAAs who choose to assist with the new DRA requirements.

Best Times to Call the HFP

Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:
Good....Weekdays after 2 p.m.
Better...Weekdays after 6 p.m.
Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.



Coming Soon: New Handbooks for HFP and AIM

Each year, the Healthy Families Program (HFP) and Access for Infants and Mothers (AIM) Program produce updated handbooks. Usually, the new handbooks are available in June of each year, but as you know, 2008-2009 HFP and AIM handbooks have been delayed.

The good news is that these handbooks are nearing completion! The HFP Handbooks are currently available in English and Spanish.

HFP handbooks in Armenian, Chinese, Farsi, Hmong, Khmer (Cambodian), Korean, Russian, and Vietnamese will be available by March.

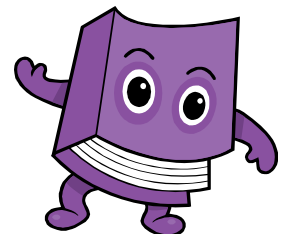
It is important that you obtain a copy of the February 2009 HFP handbook as it contains new health, dental and vision plan coverage areas, new CPP information, and new premium amounts.

To order the new handbooks and applications, please use the new

Marketing and Materials Order Form. The order form can be found here:

<http://www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%20370.pdf>

English versions of the AIM handbooks are available. Chinese and Spanish translations of the AIM handbooks are expected by mid-March 2009.





*It's Free, It's
Fast, It Saves
You Time...
Health-e-App!*

**New
Premiums
as of
2/1/2009**

Open Enrollment Automatic Transfers

Beginning February 1, 2009, there were some changes in health, dental, and vision plan coverage areas for the Healthy Families Program. Some health, dental, or vision plan will no longer provide service in some areas for this next benefit year. Applicants must have chosen a new health, dental, or vision plans during Open Enrollment (OE) if their plan no longer provides coverage in their area. For applicants who did not choose a new health plan, they were automatically transferred into the Community Provider Plan (CPP) in their county as of February 1, 2009. If a Community Provider Plan is not available in their county, they were transferred to a non-CPP health plan effective February 1, 2009.

Applicants must have chosen a new dental or vision plan during OE if their plan dropped as of February 1, 2009. For applicants that did not choose a new dental or

vision plan they were automatically transferred to an available dental or vision plan effective February 1, 2009.

Applicants that were automatically transferred because they did not submit an OE Transfer may request a change to a new plan within the first 30 days from February 1, 2009. This means they have until March 2, 2009, to change their OE plan choice.

Applicants can request to change to a new plan by phone, mail, or fax. Applicants should call 1-866-848-9166 to make their request by phone. Or, write their plan choice and Family Member Number on a piece of paper and mail the paper to:

**Healthy Families Program
P.O. Box 138005
Sacramento, CA 95813-4974**

Premium Increase as of February 1, 2009

The monthly premium increase is in effect as of February 1, 2009 for certain families in the Healthy

Families Program, families whose incomes fall in categories B and C.

Insurance Premiums	Category A		Category B			Category C		
	Number of Children		Number of Children			Number of Children		
Health Plans Available	1	2+	1	2	3+	1	2	3+
Community Provider Plans	\$4	\$8	\$9	\$18	\$27	\$14	\$28	\$42
Other Health Plans	\$7	\$14	\$12	\$24	\$36	\$17	\$34	\$51

Economic Times are Tough

Do you know a family who needs assistance with their Healthy Families premiums?

Do you know someone who could be a Sponsor for a family?

A Family Contribution Sponsor is a person or entity who is registered with the Managed Risk Medical Insurance Board (MRMIB) and who pays a family's premiums on behalf of an applicant for any 12 consecutive months in the program.

FIRST, MAKE SURE YOU MEET THE BASIC REQUIREMENTS.

The following individuals or groups may **not** be Sponsors:

- A person who is a health, dental or vision care provider who participates in the Healthy Families Program, or an organization composed primarily of or controlled by such persons.
- An entity (including governmental, school, non-profit and charitable organizations) that is or that operates an institution or facility that is a health, dental, or vision care provider that participates in the Healthy Families Program.
- A health, dental or vision plan that participates in the Healthy Families Program.
- Any person or entity acting on behalf of or representing a person or entity described above.



Or in Spanish:

<http://www.healthyfamilies.ca.gov/Joining/Sponsorship.aspx?lang=es>

to 1-866-848-4974 or mail it to:

**Healthy Families Program
Attn: Sponsorship Registration
P.O. Box 138005
Sacramento, CA 95813-8005**

Healthy Families will notify you by mail about your acceptance as a Family Contribution Sponsor. The program will issue an I.D. number to each registered individual or entity and provide you with the Sponsorship

Payment Form. You cannot sponsor a family unless you register and are issued an I.D. number.

How to sponsor a family

Submit the Sponsorship Registration Form and payment for a full 12 months for each family. It is your responsibility to pay the premium amount calculated by the Healthy Families program. Payment will first be applied to any past due amount, then to current and future months of coverage.

Families may be sponsored for any 12-month period. If a sponsored family moves to a different county in California or transfers to a different health plan, the premium you pay will remain the same.

If you have questions, call 1-800-880-5305, Monday to Friday, 8 a.m. to 8 p.m., or on Saturday, 8 a.m. to 5 p.m. The call is free.

TO APPLY TO BE A SPONSOR:

Fax the completed Family Contribution Sponsor Registration Form in English:

http://www.healthyfamilies.ca.gov/Joining/Sponsorship.aspx#how_to_sponsor

Note: The MRMIB rules regarding who is eligible to be a Family Contribution Sponsor were designed to exclude people or groups that might violate federal anti-kickback or other fraud and abuse laws by paying family contributions. We advise anyone who receives any federal health care funds through any program and anyone with any other legal questions about sponsorship to consult with his or her attorney before becoming a sponsor.

The Healthy Families Program Website has a New Look



All California departments and agencies reporting to the Governor must comply with State Government design, accessibility, and usability standards for all websites.

This creates uniformity among all state agencies giving website users the confidence that they are using a state agency site. The look, feel, and navigation of the site provide consistency and improve the user's experience.

This new site is very exciting because the areas of program information are grouped for easy access. All Enrollment Entity (EE) and Certified Application Assistant (CAA) forms are grouped on

one page. This allows EEs and CAAs to work more efficiently with registration, training new staff and assisting the public with application support.

If your organization has previously saved the Healthy Families Program website address in a bookmark or shortcut, it may not display with the new site. A new bookmark or shortcut will need to be created.

To take a tour of the new Healthy Families Program website, visit: www.healthyfamilies.ca.gov - Add us as a favorite!

EE/CAA Helpful Resources

Help Desk for EEs and CAAs

The Healthy Families Program (HFP) offers a help desk for Enrollment Entities (EEs) and Certified Application Assistants (CAAs). EEs and CAAs may call this help desk to:

- Find out about CAA Web-based Training
- Get information about in-person training for CAAs
- Register as an EE through the ITP process
- Update EE and CAA profiles with the HFP
- Ask general questions regarding the HFP

If you wish to contact the EE/CAA Help Desk, please call 1-800-279-5012 Monday through Saturday between 8:30 a.m. and 5:00 p.m. or send an email to eeccalialison@MAXIMUS.com.

Help Desk for Health-e-App

For technical support with Health-e-App (HeApp), please call the HeApp help desk at 1-866-861-3443 Monday through Friday between 8:00 a.m. to 8:00 p.m. or Saturdays between 8:00 a.m. and 5:00 p.m. You may also send an email to HFHeA@MAXIMUS.com. The HeApp help desk can assist EEs and CAAs with:

- Establishing EE accounts
- Navigation questions for HeApp
- Reporting any problems using HeApp
- Resetting expired passwords
- The HeApp tutorial

HFP Website – EE/CAA Section

The Information for EEs and CAAs section of the HFP website con-

tains important information and resources, including program changes, newsletter archives, Health-e-App information, the CAA Reference Manual, CAA Web-based Training, citizenship and immigration information, ITP forms, and EE reimbursement information. This section of the HFP website can be found at http://www.healthyfamilies.ca.gov/EEs_CAAs/default.aspx

Health-e-App Website

This site is dedicated to helping California's EEs, CAAs, eligibility workers, and counties use Health-e-App, the online application for Healthy Families and Medi-Cal for Children Programs. The site can be accessed at: www.healtheapp.net.

Healthy Families Fax Numbers

These are the fax numbers for the Healthy Families program. They are available 24 hours a day, seven days a week.

General information, first time applicants

Fax to 1-866-848-4977

Existing members, missing information

Fax to 1-866-848-4974

Annual Eligibility Review

Fax to 1-866-848-4975

Health-e-App

Fax to 1-866-848-4976